

The Roofing Company

October 2010

Roofs 2 Roads

85 Squares Recycled

Construction Fact

Metal Roofing can be traced back to 970 BCE when King Solomons Temple was roofed in Copper.

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Customer Testimonial

A Focus on Customer Service

"Good Morning, The Roofing Company and Rocky Mountain Spray Foam, how may I help you?" This, or something similar is what you hear every time you call our office. Have you ever wondered who is behind that voice? Who it is that answers your various questions and connects you to your project coordinator or estimator?



Receptionist, Nikki Landa, and Administrative Assistant, Bonnie Sengebusch are on the front lines of our customer service. They handle just about everything at the front desk; including incoming calls, walk-in customers, material sales, researching completed job information and making life easier not only for our customers, but for the rest of the company as well.

Bonnie has been at the company since starting out as the receptionist in 2007 and now handles payroll entry and accounts payable along with her customer service duties. Nikki started with the company just recently and is quickly learning all the aspects of what customer service entails.

"We have to know a little bit about a lot of different things," Nikki says. "Material sales are the most challenging because sometimes the customer knows exactly what they want, and sometimes I have to call in someone else to help because it deals with a whole system or something more complicated than a piece of flashing." Through material sales The Roofing Company sells many different roofing, gutter and heat cable related products, custom flashings and sheet

I want to extend my most sincere appreciation to your supervisors and the work crew who did the roof on my house. From the beginning with the estimator, to the scheduling and to the whole crew, this has been a very pleasant experience and I thank you all.

Dr. Brian Duling,
Ph.D
Reroof Customer

metal and steel.

A large aspect of Nikki and Bonnie's customer service duties are answering phones.

"Sometimes when you pick up the line, it's as easy as transferring to someone else," Bonnie says. "Sometimes the customer doesn't know who they need to speak with, so it takes a couple questions a little bit of time to get them to the right person."

Both Nikki and Bonnie try to alleviate the day to day frustrations of customers and coworkers. "If it's something can just do without involving the project coordinator, manager or anyone else, I'll take care of it," Bonnie says. "Our goal is to make the customer happy, we don't want them to walk away with questions unanswered or feel unsatisfied," Nikki says.

So the next time you call The Roofing Company, remember to say hi to Nikki and Bonnie!

The Roofing Company
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